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2162 Meadow Lane  
Rock Hill, SC 29732  
July 26, 2005

2005-203-C

S. C. Public Service Commission  
P. O. Box 11649  
Columbia, SC ~~29732~~ 29211

**RECEIVED**

AUG 05 2005

PSC SC  
MAIL / DMS

Reference: Comporium Communications Request for Rate Increase

Dear S. C. Public Service Commission:

The Herald, a Rock Hill newspaper recently reported that Comporium Communications is requesting a rate increase for land-based telephone service. The rationale, as reported, is increased competition from cellular suppliers. I request that you reject the requested increase for the following reasons.

Comporium currently offer Cingular cellular service which is likely to be the portion of their business that would be directly impacted by cellular competition. I have land based telephone service and cellular service and I expect that the vast majority of Comporium's customers have both. I use a corded telephone on a land-based line when communicating personal information that could be used for identity theft. I last checked cellular service plans in August 2003 and found Comporium service to be higher priced than at least one of their competitors, thus Comporium does not provide my cellular service. This is an issue in which Comporium has control – they can price their service to meet competition. Raising fees for land-based service should have no impact on their ability to compete in the cellular arena.

Secondly, I believe Comporium is using their protected monopoly in the area to eliminate competitors when possible. I hear (I don't have first hand information or documentation) that Comporium recently drove a DSL competitor (CET) out of DSL business by increasing fees by \$10 per month for the DSL box used by CET's customers. The net result is that Comporium picked up all the DSL business and raised DSL monthly fee from \$45 to \$60 for each customer impacted. I understand that DSL customers in York that have Bell South service pay \$40 monthly for DSL service.

Thirdly, Comporium's approach to customer service, in my experience, is typical of a company that has a monopoly in the area. Their personnel have been unresponsive to my service issues on all but one occasion. I had one issue that a customer service representative promised to check out and resolve, but it was never checked out after repeated calls. This insensitive approach to customer needs caused me to change from cable to satellite television service. I suspect that a lot of the issues that Comporium

presents could be resolved with good service. This would give them a much better chance of growing their business and more effectively competing for customers in the area.

If, after considering all information, you grant a rate increase, I would request that you also open the Rock Hill market for land-based communication competition. I believe this would be the best for Comporium and its customers. It would force Comporium to improve customer relations hence increasing its customer base.

Sincerely,

A handwritten signature in black ink, appearing to read "Robert Martin". The script is cursive and fluid, with the first name "Robert" and last name "Martin" clearly distinguishable.

Robert Martin